

**BY ORDER OF THE COMMANDER  
AIR FORCE RESERVE COMMAND**



**AIR FORCE RESERVE COMMAND  
HEADQUARTERS OPERATING  
INSTRUCTION 32-1002**

**14 November 1997**

**Civil Engineering**

**WORK REQUESTS ON AFRC OCCUPIED  
FACILITIES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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OPR: HQ AFRC/CEO  
(Lt Col Kenneth W. Werner)  
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This operating instruction implements AFPD 32-10, *Installations and Facilities*. It establishes responsibilities and procedures governing the functions carried out by the facility managers. It applies to all personnel assigned to Headquarters Air Force Reserve Command and The Band of the United States Air Force Reserve at Robins AFB GA.

**SUMMARY OF REVISIONS**

This revision contains changes resulting from organization name change; relocation of some AFRC personnel; and changes in facility managers. A | indicates changes from previous edition.

**1. References:**

- 1.1. AFMAN 64-108, *Service Contracts*.
- 1.2. AFI 32-1031, *Operations Management*.

**2. Responsibilities:**

- 2.1. All personnel are responsible for providing a clean, adequate, and safe environment for promoting the provisions of a quality work environment within AFRC facilities. Route all requests for civil engineering support through the facility manager for coordination.
- 2.2. The Civil Engineer, with coordination of AFRC/CV and 951 RSPTS/CC, appoints the facility managers for buildings 210 and 220. Facility managers for buildings 211, 610, 1400, and 10241 are appointed by the senior director of the staff that occupies these buildings. The Band Commander appoints facility managers for buildings 760, 763, and 2200.

2.3. Directors, heads of special staff offices, and commanders:

- 2.3.1. Ensure their physical areas of responsibility are in good repair and coordinate any required maintenance, repair, minor construction, or substandard performance of housekeeping with the facility manager.
- 2.3.2. Provide the necessary data support to the facility manager for justifying and monitoring facility maintenance operations.
- 2.3.3. Restrict requests for new work, alterations, and modifications to a minimum by submitting only those requests required to perform their assigned missions.
- 2.3.4. Appoint a functional area facility monitor for the director's area of responsibility.
- 2.3.5. Is prepared to attend the Robins AFB Facilities Board at the request of AFRC/CE, to defend requirements.

2.4. AFRC/CE or designated representative:

- 2.4.1. Reviews work requests for inclusion in programmed projects requiring facility board approval.
- 2.4.2. Obtains and coordinates AFRC funding when required.
- 2.4.3. Represents AFRC on the Base Facilities Board Working Panel and Base Facilities Board.
- 2.4.4. Provides engineering review of project designs for AFRC-funded projects.

2.5. Each facility manager:

- 2.5.1. Upon receipt of a work request (AF Form 332, **Base Civil Engineer Work Request**), screens it for appropriateness as a BCE work request versus a service call requirement. (See attachment 1 and attachment 2.)
- 2.5.2. Screens the requirement for validity and determines that the scope is not excess to needs.
- 2.5.3. Coordinates in block 14 of the AF Form 332.
- 2.5.4. Consolidates requests when possible to ensure all known requirements for a single facility are included before forwarding for accomplishment.
- 2.5.5. Obtains AFRC/CEPD coordination to ensure the requirement is not a candidate for inclusion in another programmed project.
- 2.5.6. Procures materials and provides guidance for maintenance and repair self-help projects.
- 2.5.7. Monitors the approved requests to completion and acts as single interface between the using function and the 778 CES, or returns disapproved requests to the originator citing reasons for disapproval.
- 2.5.8. Maintains a log of all requests submitted to 778 CES, including current status. (See attachment 3.)
- 2.5.9. Ensures control of all keys as outlined in paragraph 5.
- 2.5.10. Monitors housekeeping performance according to guidelines found in paragraph 6.
- 2.5.11. Acts as the facility fire monitor, energy conservation monitor, alternate safety NCO, alternate crime prevention NCO, and alternate resource protection NCO for their designated buildings.

### 3. Definitions:

3.1. Minor Construction. Any construction performed to add, expand, alter, convert, or replace existing facilities or utilities. Projects having a funded cost of less than \$300,000 may be accomplished with funds available for O&M. If over \$2000, funding is the responsibility of HQ AFRC. Maintenance and repair are direct responsibilities of Robins AFB.

3.2. Preventive Maintenance. Recurrent day-to-day periodic work that preserves the facility and permanent equipment.

3.3. Repair. Restoration of the facility or permanent equipment.

3.4. Service Call. Telephone requests for maintenance and/or repair. Service calls are usually reserved for emergencies having a response time of 24 hours, or for urgent requests having a response time of 5 duty days.

3.5. Work Orders. Other requests submitted on an AF Form 332, **Base Civil Engineering Work Request**, for any minor construction, maintenance, repair, reimbursable work (which must be scheduled), removal or replacement of installed property, or direct scheduled work (small work requirements).

### 4. Procedures for Reporting Emergency and Non-emergency Requests:

4.1. Service Calls. Service calls are used for emergency work that requires immediate attention. BCE should normally respond within 24 hours. In some instances, the response time is even faster if the situation dictates. All employees of HQ AFRC should report emergencies directly to the Base Civil Engineer emergency service desk (6-5657) and inform the facility manager of the call and emergency as soon as possible.

4.2. Routing Requests. Work requests are initiated at the section level first. The functional area facility monitor prepares an AF Form 332. Accomplish blocks 1 through 14 according to instructions on the reverse side of the form. Include a sketch, as required by item 8, or a complete narrative description in sufficient detail to enable easy interpretation of the work required and the specific location. All information should be legible. Obtain director or head of special staff office coordination if work is new work, modification, or minor construction. Submit an original and three copies of the AF Form 332 to the facility manager for further processing.

**5. Control of Keys.** The facility manager is responsible for establishing and maintaining effective key accountability and control procedures for his or her buildings. These procedures should ensure that only authorized personnel are issued keys and that keys are recovered when such personnel no longer have an official need for them. The key accountability procedures should include adequate cross references (by key number) of the applicable rooms and the names of the individuals to whom the key is assigned. (See attachment 4.)

5.1. Duplication of Keys. Functional area monitor requests duplication of keys on AF Form 332. The facility manager submits the AF Form 332 to the 778 CES.

5.2. Reissue of Keys. Holder returns keys no longer required to the headquarters facilities manager (active duty NCO) for retention and, or reissue. Under no circumstances will keys be sub-issued or transferred to another party.

**6. Housekeeping.** Housekeeping services are performed under the base janitorial contract. The facility manager is designated as the quality assurance evaluator (QAE) for the housekeeping contract. To assist the QAE, the functional area facility monitor also serves as the functional area housekeeping monitor.

6.1. Reporting Substandard Performance. The functional area monitor submits an AF Form 714, **Customer Complaint Record**, to the facility manager identifying the specific discrepancy. AF Form 714 will include the date, time, section reporting the complaint, the name of the individual making the complaint, and the exact nature of the complaint. The facility manager is responsible for completing the AF Form 714. The complainant keeps one copy of the form for his or her record.

6.1.1. The facility manager immediately notifies the base contract management office for action and forwards the AF Form 714 to that office.

6.2. Emergency Procedures for Housekeeping Support. In the event of a labor dispute between personnel in the housekeeping department and the union, which interrupts housekeeping services at AFRC facilities, The Civil Engineer assumes the responsibility for cleanliness of the facility. Cleanup details will use the supplies and equipment of the contractor until a new contractor is found.

**7. Grounds Maintenance.** Maintenance of the grounds is accomplished by contract. The contractor's duties include mowing grass and trimming shrubbery. The contractor performs his or her duties according to the base grounds contract. The facility manager is the QAE for the grounds maintenance contract.

DAVID S. SIBLEY, Brig Gen, USAFR  
Assistant Vice Commander

## Attachment 1

# AF FORM 332, BASE CIVIL ENGINEER WORK REQUEST

## (SAMPLE FOR NEW WORK)

BASE CIVIL ENGINEER WORK REQUEST (See Reverse for Instructions)				Form Approved OMB No. 0704-0188	
<small>Public reporting burden for this collection of information is estimated to average .3 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project 0704-0188, Washington DC 20503. Please DO NOT RETURN your form to either of these addresses. Send your completed form to HQ AFESC/DEMG.</small>					
<b>SECTION I - TO BE COMPLETED BY REQUESTER</b>					
1. FROM (Organization) HQ AFRC		2. OFFICE SYMBOL XXXX	3. DATE OF REQUEST 25 Jun 97		4. WORK REQUEST NO. (For BCE Use)
5. NAME AND PHONE NO. OF REQUESTER JOHN DOE, 7-XXXX			6. REQUIRED COMPLETION DATE		7. BUILDING, FACILITY OR STREET ADDRESS WHERE WORK IS TO BE ACCOMPLISHED Bldg # _____, Room # _____
8. DESCRIPTION OF WORK TO BE ACCOMPLISHED (Include Sketch or Plan, when appropriate) <i>Install a 220-volt outlet for new equipment.</i>					
<b>SAMPLE FOR NEW WORK</b>					
9. BRIEF JUSTIFICATION FOR WORK TO BE ACCOMPLISHED (Not required for maintenance and repair) <i>New equipment required by AFI XX-XXXX.</i>					
<b>PROVIDE A COPY OF THE APPROPRIATE PAGE, PARAGRAPH, ETC.</b>					
10. DONATED RESOURCES					
FUNDS		LABOR		MATERIAL	
				CONTRACT BY REQUESTER	
				NONE	
11. NAME OF REQUESTER SEE BACK OF FORM			12. GRADE OF REQUESTER EXPLANATION.		13. SIGNATURE OF REQUESTER (See Reverse of Form)
14. COORDINATION					
<b>SECTION II - FOR BASE CIVIL ENGINEER USE</b>					
15. WORK ORDER (Place an "X" in the appropriate box.)					
IN-SERVICE		SELF-HELP		CONTRACT	
				SABER	
16. DIRECT SCHEDULED WORK (Place an "X" in the appropriate box.)					
EMERGENCY		URGENT		ROUTINE	
				SELF-HELP	
				M/C	
17. SELF-HELP (Place an "X" in the appropriate box.)					
BRIEFING REQUIRED			ADEQUATE COORDINATION		INSPECTION REQUIRED
<b>SECTION III - COMPLETE ONLY IF WORK IS TO BE ACCOMPLISHED BY WORK ORDER</b>					
18. WORK CLASS		19. PRIORITY		20. ESTIMATED HOURS	
				21. ESTIMATED FUNDED COST	
				22. ESTIMATED TOTAL COST	
23. THERE IS NO NEED FOR AN ENVIRONMENTAL ASSESSMENT (AFR 19-2)		24. A WRITTEN ASSESSMENT IS BEING/HAS BEEN PROCESSED		25. APPROVED	
				26. DISAPPROVED	
27. REMARKS					
1. LAST COORDINATION BLOCK (ITEM 14) IS FOR BUILDING MANAGER'S SIGNATURE.					
2. BLOCKS 15-30 ARE FOR BASE CIVIL ENGINEERING USE.					
3. DO NOT TEAR OFF ANY COPIES; LAST COPY WILL BE RETURNED TO REQUESTER.					
<b>SECTION IV - APPROVING AUTHORITY</b>					
28. NAME AND GRADE (Please Type or Print)				29. SIGNATURE	
				30. DATE	

AF FORM 332, JAN 91 (EF-V1) (PerFORM PRO)

PREVIOUS EDITION IS OBSOLETE.

MASTER FILE COPY

## INSTRUCTIONS FOR COMPLETING AF FORM 332

1. The AF Form 332 set consists of a Master File Copy, a Suspense Copy, a Status Copy, and a Customer's Copy. Retain the Status Copy for your organizational files.

2. All requirements for a single facility may be included on the same AF Form 332.

3. The requester completes the following items on the AF Form 332. If there is any question, contact the Civil Engineering Customer Service Unit or the Self-Help Center for assistance:

### Item

1. Enter the organization assignment of requester.
2. Enter the organization office symbol of requester.
3. Self-explanatory.
4. For internal BCE use only.
5. Self-explanatory.
6. Enter the date that requested work should be completed. If the proposed work is new work, modification or minor construction, the required completion date should also be explained in item 9.
7. Enter the number of the building or facility on which the work is requested.
8. Enter a clear and concise description of the desired work, supported by sketches, plans, diagrams, specifications, photographs, and any other data or information that provide a complete description of the location and scope of work requested.
9. Complete only if the work requested is new work, modification, or minor construction. The justification should be factual and indicate the urgency of the request. List any related projects and impact if delayed (item 6). It should be written so reviewers and approving authorities can understand it though they may not have access to any referenced documents/directives.
10. Indicate the resources that the requester/requesting organization proposes to donate/furnish. Include any details known (amount, quantities, contract/contractor, etc.) on the resources in item 8.
11. If the requested work is new work, modification, or minor construction, the organization's commander should sign the request. Otherwise, the signature of the building manager or requester suffices. This signature indicates the work is essential and not prohibited by any directives the requester is aware of.
13. When coordination of another agency/section is needed (medical, safety, security, fire protection, etc.), the requester can expedite processing of this form by obtaining the coordination prior to its submittal. If the requester/requesting organization is a contractor or proposes to donate contract resources, this form requires the coordination of the appropriate base contracting office. This coordination indicates that proposed work to be done is within the provisions of the existing contract, or the proposed contracting is appropriate. If the work is to be accomplished by self-help, the form is then routed to the Self-Help Center after coordination is complete.
15. For Base Civil Engineer Use.
- thru
- 30.

## Attachment 2

# AF FORM 332, BASE CIVIL ENGINEER WORK REQUEST

## (SAMPLE FOR MAINTENANCE, REPAIR, OR RENOVATION)

BASE CIVIL ENGINEER WORK REQUEST (See Reverse for Instructions)				Form Approved OMB No. 0704-0188	
<small>Public reporting burden for this collection of information is estimated to average .3 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to the Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project 0704-0188, Washington DC 20503. Please DO NOT RETURN your form to either of these addresses. Send your completed form to HQ AFESC/DEMG.</small>					
<b>SECTION I - TO BE COMPLETED BY REQUESTER</b>					
1. FROM (Organization) HQ AFRC		2. OFFICE SYMBOL XXXX	3. DATE OF REQUEST 25 Jun 97	4. WORK REQUEST NO. (For BCE Use)	
5. NAME AND PHONE NO. OF REQUESTER JANE DOE, 7-XXXX		6. REQUIRED COMPLETION DATE	7. BUILDING, FACILITY OR STREET ADDRESS WHERE WORK IS TO BE ACCOMPLISHED Bldg # _____, Room # _____		
8. DESCRIPTION OF WORK TO BE ACCOMPLISHED (Include Sketch or Plan, when appropriate) Patch hole in wall next to copier by room xx; Replace drop ceiling; Replace approximately 1500 sq ft of floor tile.  SAMPLE FOR MAINTENANCE (M), REPAIR (R), OR RENOVATION (A COMBINATION OF M&R)					
9. BRIEF JUSTIFICATION FOR WORK TO BE ACCOMPLISHED (Not required for maintenance and repair)					
10. DONATED RESOURCES					
FUNDS		LABOR	MATERIAL	CONTRACT BY REQUESTER	
				NONE	
11. NAME OF REQUESTER SEE BACK OF FORM		12. GRADE OF REQUESTER EXPLANATION.	13. SIGNATURE OF REQUESTER (See Reverse of Form)		
14. COORDINATION					
AFRES Bldg Manager					
<b>SECTION II - FOR BASE CIVIL ENGINEER USE</b>					
15. WORK ORDER (Place an "X" in the appropriate box.)					
IN-SERVICE		SELF-HELP	CONTRACT	SABER	
16. DIRECT SCHEDULED WORK (Place an "X" in the appropriate box.)					
EMERGENCY		URGENT	ROUTINE	SELF-HELP	M/C
17. SELF-HELP (Place an "X" in the appropriate box.)					
BRIEFING REQUIRED		ADEQUATE COORDINATION		INSPECTION REQUIRED	
<b>SECTION III - COMPLETE ONLY IF WORK IS TO BE ACCOMPLISHED BY WORK ORDER</b>					
18. WORK CLASS		19. PRIORITY	20. ESTIMATED HOURS	21. ESTIMATED FUNDED COST	22. ESTIMATED TOTAL COST
23. THERE IS NO NEED FOR AN ENVIRONMENTAL ASSESSMENT (AFR 19-2)		24. A WRITTEN ASSESSMENT IS BEING/HAS BEEN PROCESSED	25. APPROVED	26. DISAPPROVED	
27. REMARKS 1. LAST COORDINATION BLOCK (ITEM 14) IS FOR BUILDING MANAGER'S SIGNATURE. 2. BLOCKS 15-30 ARE FOR BASE CIVIL ENGINEERING USE. 3. DO NOT TEAR OFF ANY COPIES; LAST COPY WILL BE RETURNED TO REQUESTER.					
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4. For internal BCE use only.
5. Self-explanatory.
6. Enter the date that requested work should be completed. If the proposed work is new work, modification or minor construction, the required completion date should also be explained in item 9.
7. Enter the number of the building or facility on which the work is requested.
8. Enter a clear and concise description of the desired work, supported by sketches, plans, diagrams, specifications, photographs, and any other data or information that provide a complete description of the location and scope of work requested.
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11. If the requested work is new work, modification, or minor construction, the organization's commander should sign the request. Otherwise, the signature of the building manager or requester suffices. This signature indicates the work is essential and not prohibited by any directives the requester is aware of.
13. When coordination of another agency/section is needed (medical, safety, security, fire protection, etc.), the requester can expedite processing of this form by obtaining the coordination prior to its submittal. If the requester/requesting organization is a contractor or proposes to donate contract resources, this form requires the coordination of the appropriate base contracting office. This coordination indicates that proposed work to be done is within the provisions of the existing contract, or the proposed contracting is appropriate. If the work is to be accomplished by self-help, the form is then routed to the Self-Help Center after coordination is complete.
14. For Base Civil Engineer Use.
- 15 thru 30.



**AF FORM 3132, GENERAL PURPOSE FORM  
(SAMPLE OF BUILDING MANAGER'S LOG)**

[illegible]

**AF FORM 3132, GENERAL PURPOSE FORM**  
**(SAMPLE OF KEY CONTROL REGISTER)**

AF FORM 3132, MAY 83 (EF)  
PREVIOUS EDITION WILL BE USED.  
GENERAL PURPOSE (11 X 8-1/2")